

(19)



Europäisches Patentamt

European Patent Office

Office européen des brevets



(11)

EP 0 829 996 A3

(12)

EUROPEAN PATENT APPLICATION

(88) Date of publication A3:
20.09.2000 Bulletin 2000/38

(51) Int. Cl.⁷: H04M 3/50, H04M 3/00,
H04Q 3/66, G06F 17/30

(43) Date of publication A2:
18.03.1998 Bulletin 1998/12

(21) Application number: 97114192.4

(22) Date of filing: 18.08.1997

(84) Designated Contracting States:
AT BE CH DE DK ES FI FR GB GR IE IT LI LU MC
NL PT SE
Designated Extension States:
AL LT LV RO SI

(30) Priority: 23.08.1996 US 702306

(71) Applicant: AT&T Corp.
New York, NY 10013-2412 (US)

(72) Inventors:

- Brown, Sanford Samuel
Bridgewater, New Jersey 08807 (US)
- Danyluk, Oleh George
Bridgewater, New Jersey 08807 (US)
- Grippo, Ronald V.
Red Bank, New Jersey 07701 (US)

(74) Representative:

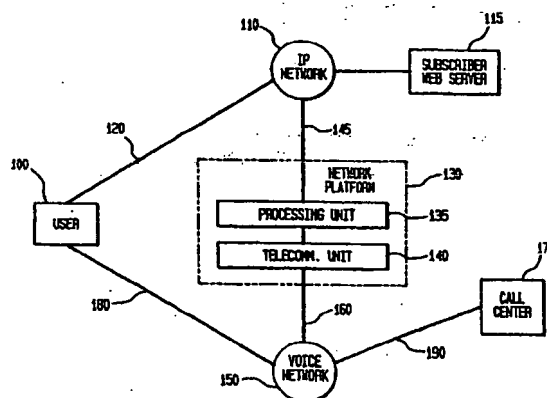
Modiano, Guido, Dr.-Ing. et al
Modiano, Josif, Pisanty & Staub,
Baaderstrasse 3
80469 München (DE)

(54) Correlating information between internet and call center environments

(57) Coordination of information at the network-based level between call centers connectable over a telecommunications network, such as the telephone network, and a packet network, such as the Internet, creates improved integration of and bonding between a customer's interaction with a Web site and with a call center. Information about the customer and the customer's Web interaction are delivered to the call center agent along with the call, leading to increased productivity and efficiency in call handling as well as improved call routing.

Calls may be routed to existing call centers based upon information from the Web experience, and information from the user's Web interaction is shared with the call center. Web interaction information is passed to existing call centers using known call center external control methods, such as DNIS signaling. Information about the Web experience may also be "whispered" to the call center agent, and an agent may "push" Web pages for review by the customer. As a result, customer acquisition and sales tools more powerful than a mere click-to-callback tool can be made available with a combined marketing approach using the Web and call centers.

FIG. 1A



EP 0 829 996 A3



European Patent
Office

EUROPEAN SEARCH REPORT

Application Number
EP 97 11 4192

DOCUMENTS CONSIDERED TO BE RELEVANT			
Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int.Cl.6)
X	MACPHERSON G: "WHY CALL CENTERS WON'T ESCAPE THE WORLD WIDE WEB" BUSINESS COMMUNICATIONS REVIEW,US,HINSDALE, IL, 1 June 1996 (1996-06-01), pages 39-41, XP002064032 * page 39, left-hand column, paragraph 1 - page 40, right-hand column, paragraph 2; figures 1,2 *	1,9, 20-22	H04M3/50 H04M3/00 H04Q3/66 G06F17/30
Y	---	2-6, 10-14	
X	LOW C: "THE INTERNET TELEPHONY RED HERRING" HP LABORATORIES TECHNICAL REPORT,XX,XX, 15 May 1996 (1996-05-15), pages 1-15, XP002043901 * page 7-12, paragraphs 6.1-6.7; figures 2,3 *	1	
Y	---	2-6, 10-14	TECHNICAL FIELDS SEARCHED (Int.Cl.6)
Y	EP 0 633 685 A (TEKNEKRON INFO SWITCH CORP) 11 January 1995 (1995-01-11) * abstract; figures 2,5 *	3-6,12, 13	H04M H04Q G06F
P,X	EP 0 740 445 A (ROCKWELL INTERNATIONAL CORP) 30 October 1996 (1996-10-30) * the whole document *	1,2,7,8, 10,11, 14,20-22	
		--- -/--	
The present search report has been drawn up for all claims			
Place of search THE HAGUE		Date of completion of the search 21 July 2000	Examiner Megalou, M
<p>CATEGORY OF CITED DOCUMENTS</p> <p>X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document</p> <p>T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons</p> <p>& : member of the same patent family, corresponding document</p>			

EPO FORM 1503 03 82 (P04C01)



European Patent
Office

EUROPEAN SEARCH REPORT

Application Number
EP 97 11 4192

DOCUMENTS CONSIDERED TO BE RELEVANT			
Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int.Cl.6)
X	JACOBS S ET AL: "Filling HTML forms simultaneously: CoWeb - architecture and functionality" COMPUTER NETWORKS AND ISDN SYSTEMS, NL, NORTH HOLLAND PUBLISHING. AMSTERDAM, vol. 28, no. 11, 1 May 1996 (1996-05-01), pages 1385-1395, XP004018236 ISSN: 0169-7552 * page 1386, right-hand column, last paragraph - page 1387, right-hand column, last line * * page 1389, left-hand column, paragraph 3.2 - page 1391, left-hand column, line 3 *	7,8	TECHNICAL FIELDS SEARCHED (Int.Cl.6)
X	WAKLER B: "PAVING THE WAY FOR A PAPERLESS EMPIRE" NETWORK WEEK, GB, APT DATA SERVICES, LONDON, vol. 1, no. 42, 10 July 1996 (1996-07-10), pages 29-30, XP000618808 ISSN: 0965-3031 * page 29 *	7,8	
P,X	KAUFMAN H: "CALL CENTERS IN CYBERSPACE" COMMUNICATIONS NEWS, XX, XX, vol. 34, no. 7, 1 July 1997 (1997-07-01), pages 20-21, XP002054723 * the whole document *	7,8	
The present search report has been drawn up for all claims			
Place of search THE HAGUE		Date of completion of the search 21 July 2000	Examiner Megalou, M
<p>CATEGORY OF CITED DOCUMENTS</p> <p>X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document</p> <p>T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons & : member of the same patent family, corresponding document</p>			

EPO FORM 1503 03.92 (P4/C01)



European Patent
Office

Application Number

EP 97 11 4192

CLAIMS INCURRING FEES

The present European patent application comprised at the time of filing more than ten claims.

- ☐ Only part of the claims have been paid within the prescribed time limit. The present European search report has been drawn up for the first ten claims and for those claims for which claims fees have been paid, namely claim(s):
- ☐ No claims fees have been paid within the prescribed time limit. The present European search report has been drawn up for the first ten claims.

LACK OF UNITY OF INVENTION

The Search Division considers that the present European patent application does not comply with the requirements of unity of invention and relates to several inventions or groups of inventions, namely:

see sheet B

- ☒ All further search fees have been paid within the fixed time limit. The present European search report has been drawn up for all claims.
- ☐ As all searchable claims could be searched without effort justifying an additional fee, the Search Division did not invite payment of any additional fee.
- ☐ Only part of the further search fees have been paid within the fixed time limit. The present European search report has been drawn up for those parts of the European patent application which relate to the inventions in respect of which search fees have been paid, namely claims:
- ☐ None of the further search fees have been paid within the fixed time limit. The present European search report has been drawn up for those parts of the European patent application which relate to the invention first mentioned in the claims, namely claims:



European Patent
Office

**LACK OF UNITY OF INVENTION
SHEET B**

Application Number
EP 97 11 4192

The Search Division considers that the present European patent application does not comply with the requirements of unity of invention and relates to several inventions or groups of inventions, namely:

**ANNEX TO THE EUROPEAN SEARCH REPORT
ON EUROPEAN PATENT APPLICATION NO.**

EP 97 11 4192

This annex lists the patent family members relating to the patent documents cited in the above-mentioned European search report. The members are as contained in the European Patent Office EDP file on
The European Patent Office is in no way liable for these particulars which are merely given for the purpose of information.

21-07-2000

Patent document cited in search report	Publication date	Patent family member(s)	Publication date
EP 0633685 A	11-01-1995	AU 677393 B	24-04-1997
		AU 6730694 A	19-01-1995
		US 5555299 A	10-09-1996
		US 5684870 A	04-11-1997
		US 5937051 A	10-08-1999
EP 0740445 A	30-10-1996	CA 2173304 A	22-10-1996
		US 5991394 A	23-11-1999

EPO FORM P0459

For more details about this annex : see Official Journal of the European Patent Office, No. 12/82

BEST AVAILABLE COPY